



PEOPLE | PASSION | PERFORMANCE

# Talent & Technical Solutions Corporation (TTSC)

Transforming Performance through Passion  
and Drive

Presented to PMI Montgomery County

Presented by Mr. Michael Taylor and Ms. Adrienne Somerville

Presented on March 2, 2022



# Welcome



The actualization of talent within an organization has proven, for decades, to be its best investment. I have learned that leaders, at all levels, are responsible for making decisions that increase the competence and confidence that guides their employees to attain career goals and achieve mission success.

Professional success and the success of the organization is achieved through strategic career planning, leadership and technical competency development, position monitoring and performance awards; all key elements of a modern-day talent management life cycle.

In order to gain and sustain business value in today's competitive environment, Talent & Technical Solutions Corporation (TTSC) is here to assist with developing your most important resources, your people! TTSC's six services: Organizational Assessments; Career Mapping; Talent Assessments; Analytics, Policy and Guidance; and Customizable IT Solutions have proven to enable organizations like yours to make fact based, transformative Talent Management decisions in each of their business process improvement areas.

We look forward to being your partner in your Talent Management transformation!

**Adrienne Somerville**

CEO, Talent & Technical Solutions Corporation  
*Transforming organizations one person at a time*





# Our Leadership



**Chief Executive Officer (CEO)**  
**Adrienne Somerville**



**Chief Operating Officer (COO)**  
**Michael Taylor**



**Chief Information Officer (CIO)**  
**J. Blair Parsons III**



# What is Talent Management

**DEFINITION:** An organization's ability to align [talent](#) with mission, strategy, and product delivery by defining consistent leadership criteria across all functional areas, identifying specific competencies (analytical, technical, education, experience) to cultivate for continuing growth

## Requirement/Demand, Products/Processes, Skills/People

- Identify and prioritize skill requirements and gaps across the organization in real-time
- Guide Staffing, Retention, Learning and Training Programs

## Robust Reporting & Metrics

- Host and deliver Talent Analytics more efficiently
- Uniformly capture, evaluate and measure skill gaps at each organizational level Command-wide

## Collaboration

- Reduce the time and costs associated with learning
- Align requirements rapidly with expertise across competencies and business units

## Financial Tracking & Accountability

- Associate relevant financial information with programs, projects, tasking and people
- Streamline existing skills management processes to better support the pace of our business

OPTIMIZING WORKFORCE CAPABILITIES...SUCCESS BEYOND MEASURE





# The Challenges

## 01 How well am I managing my business?

- Is your organization 100% aligned for growth, success, and resiliency?
- What percent of employees can define what success means for your organization?
- How many people are there?
- Where are my trained and proficient employees?
- How are employees assessed?
- How efficient are my employees?
- What skill shifts will create gaps in future supply?
- What is the right size of the organization?
- Do you understand the demand signal for talent and training by departments, divisions, branches?

## 02 How well am I managing my talent?

- Can employees relate their daily work to organizational mission and success?
- Are your workforce members equipped with the right skills and mastery to optimally perform?
- How do we provide feedback?
- How many employees are overworked, disengaged, or under-utilized? Can you afford to replace them?
- How many employees have a plan for the training they need to keep up with and advance their careers?
- Are your people mapped to the products they deliver?
- How is your workforce performing secession planning?
- How do you measure if employees are in the right role with the right skillset?

Are you prepared to have the right people, in the right place, with the right skills, at the right time to meet tomorrow's business needs?



# What is the problem?

## 03 What are the expected impacts of my decisions?

- If I make a budget decision, how does it affect my workforce?
- How many people are required to run a program office?
- What is the state of our infrastructure?
- What infrastructure changes do we need?
- Are workload risks properly balanced?
- What is your company's future workload and end item product mix?
- What training and at what cost does the organization need to purchase to meet your workforce's yearly needs?

## 04 How is IT enabling my business' success?

- Do you have a human capital, HR management, recruiting tool? Are they integrated?
- Does every employee have a clearly defined position description they can reference as part of their employee record?
- Do you have a data warehouse or a data lake?
- Can your managers access the business information they need to make the right decision?
- Are you able to see your already booked numbers, current run rates, and projected end of year totals?
- Do your employees find the tools they have available useful?

Do you have an automated model to tie people, money, product using deterministic data to drive critical business decisions?



# Our Framework

06

## Retention

Leveraging industry best practices to enable employee retention by fostering professional growth to support the mission and a learning culture. Promoting a flexible, inclusive, supportive environment. Establish enablers that ensure human capital program success.

05

## Performance Management

Aligning organizational goals to employee contributions. Establish key performance indicators based on organizational goals and objectives. Ensuring employee performance measures are result driven and aligned to the mission.

04

## Career Development

Conduct training needs assessments and provide targeted training and development programs to support future skill capability and capacity needs. Identify development and leadership opportunities that mitigate program risk and close skill gaps.

06

01

## Workforce Planning

01

Identifying current and future organizational requirements, aligning workload demands to human capital strategies, and performing workforce development by balancing workload and staffing decisions.

02

## Recruitment

Aligning recruitment strategies to workload demand improving the hiring cycle time, increasing the number of potential applicants for targeted positions, and developing hiring initiatives for critical skilled positions.

02

Talent  
Management  
Life Cycle

05

03

04

## Talent Management

03

Standardizing career roadmaps for employees to enhance talent to task matching and close skill gaps. Baseline employees Knowledge, Skills, and Abilities (KSA's) within specific technical and leadership competencies to identify skill gaps.



# Our Tool Overview

## WHAT IS IT?

Talent Assessment Dashboard (TAD) opens and effectively manages the "development" conversation between the employee and their supervisor, mentor, and/or peer by utilizing the following:

- Discussion regarding career management (i.e. where an employee would like to go in the organization).
- Discussion of gaps in experience such that growth opportunities can be targeted.
- Discussion of goals such that guidance can be given and opportunities identified to aid growth and success.
- TAD focuses on the development needs of the individual. If we can ensure the growth of the individual, then we can ensure the growth of the organization.

## WHO DOES IT BENEFIT?

### Employee

- Clearly defined community career paths.
- Provides connection to the work requirement and product.
- Identification of developmental learning opportunities.
- Skill profile that "travels" with the employee.

### Supervisor

- Mission directed training plans.
- Identification of skills gaps for branch, division, department and competency.
- Guide staffing, retention, learning, and training.

### Organization

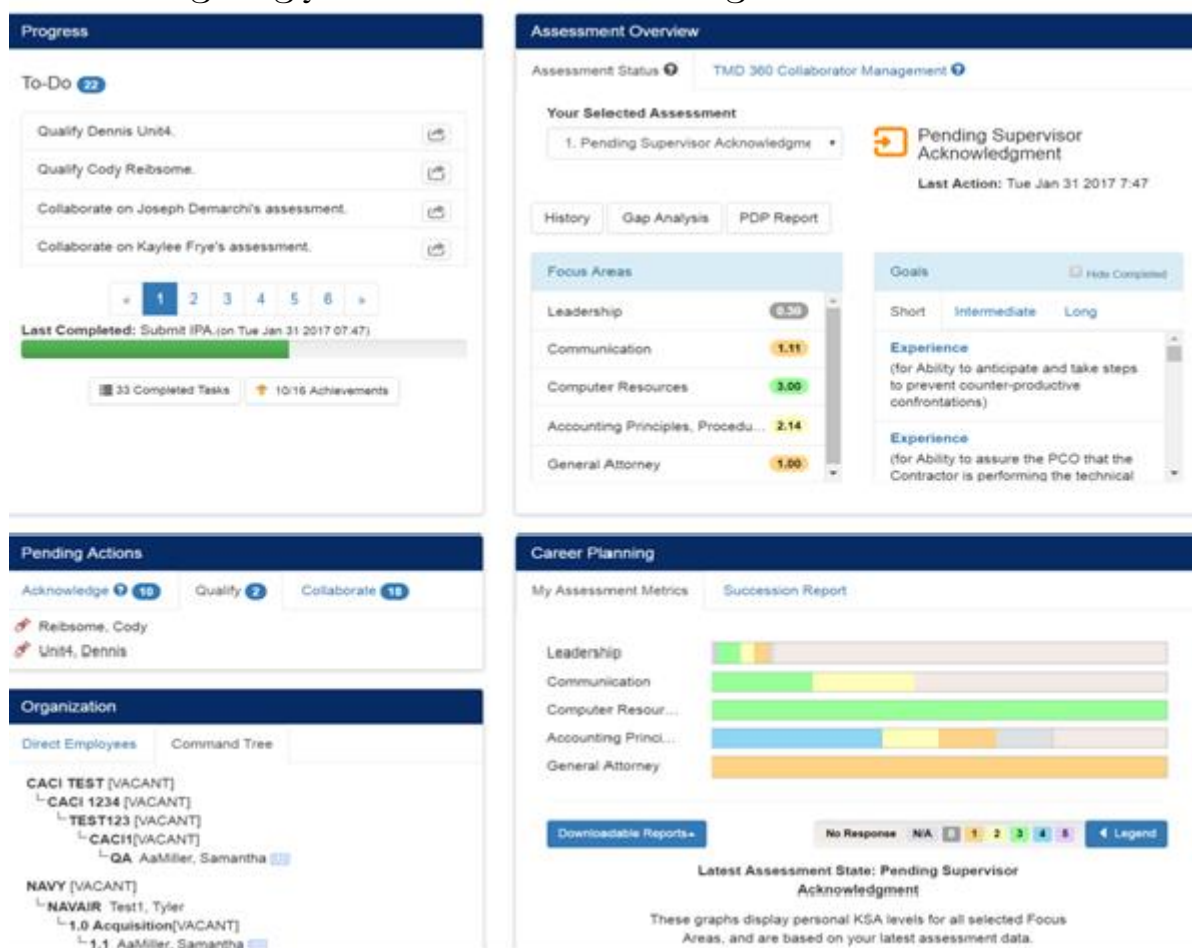
- Collaborative network ability based on knowledge areas and level of expertise.
- Decisions directed by analytics.
- Ability to provide holistic view of the health of the organization, quality vs. quantity.





# My TAD Page

TAD aligning your talent and career goals with mission needs



## Modules include:

- **Progress:** Provides task list for all TAD actions left to complete.
- **Assessment Overview:** Provides assessment data and collaborator management.
- **Pending Actions:** Lists current qualifications and collaborations for the user's review.
- **Organization:** Shows the direct chain of command.
- **Career Planning - My Assessment Metrics:** Graphical view of user's Organizational and Technical Focus Areas by value.



# Supervisor Tools

## Supervisor modules include:

- **Pending Actions - Acknowledge:** Lists all reports with submitted IPAs ready for plan acknowledgement.
- **Organization - Direct Employees:** Provides a list of all direct reports, their plan statuses, and access to their IDP via the Employee Information window.
- **Career Planning - Succession Report:** Compares assessment data for the supervisor against their direct reports' assessments to ensure cross-training and position succession needs are met.



# Employee Information

Samantha AaMiller

Org Code	1.1
Job Title	Not Specified
Primary Competency	4.5-Avionics Dept

10

Top Focus Areas

Leadership

0.00

Communication

0.00

Computer Resources

2.00

\* Denotes a(n) Leadership Skills

Top KSAs

Knowledge o...	3	Knowledge o...	3	Knowledge o...	3
Knowledge o...	3	Knowledge o...	3	Knowledge o...	3

Employee Information

Harry Houdini

Available Actions & Reporting

Acknowledge Employee

Assess Employee

Comparison Report (Position:No Org Code)

Comparison Report (Position:2.0)

Submitted KSAs Report

Download PDP Report

Background Information

IPA History

Individual KSA Assessment

Assessment Metrics

Quick access to each employee's IDP information.

- **Available Actions & Reporting** provides IPA acknowledgment, quick links to download all employee reports, and their Employee Assessment.
- **Background Information** displays all information provided in the Background section of the Employee's IPA.
- **IPA History** lists all acknowledged and assessments for the employee.
- **Individual KSA Assessment** provides all focus areas and KSA values for the most recent submitted, acknowledged, and employee assessment data.
- **Assessment Metrics** displays graphical representation of KSA values for each selected focus area in the employee's IPA.



# Individual Proficiency Assessment

The first time a user accesses the IPA page, the default load page is a “Welcome” page.

This page provides the user a brief roadmap on how to complete their IPA and summarizes its general purpose.





# Our Overarching Services

## Your Success

01

### Organizational Analysis

Assessments driven by employee interviews, stakeholder collaboration, and identification of opportunities for process efficiency, cost avoidance, and increased engagement

02

### Career Mapping

Customized career guides provide roadmaps for your employee's career success, skills enhancements, and better performance.

03

### Talent Assessments

Comprehensive skill gap analyses ensure required skills are identified within the organization or targeted for recruitment.

04

### Analytic Engineering

Holistic views of organizational health provide a roadmap for strategic solutions and data driven decisions.

05

### Policy & Guidance

Reviews of organizational policy, procedures, and processes guides to identify redundancy, relevancy, and efficacy.

06

### IT Harmony

Enhance and connect people, finances, and products through custom workflows, dashboards, interfaces, reports, and repositories.

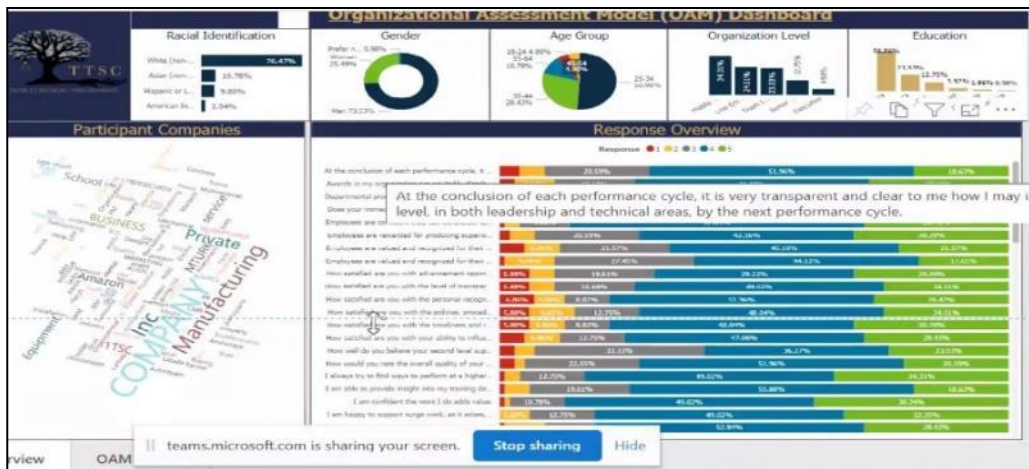




# TTSC Assessment Process

**NEEDS OF THE ORGANIZATION (VOICE OF THE CUSTOMER)**  
Determine workforce objectives, strategies, programs, and plans

**NEEDS OF THE JOB (SKILLS REQUIRED & EXPERIENCE)**  
Match work requirements to skilled & talented workforce



Guide Book Focus Areas Linked to Organizational Needs



Proficiency Levels Linked to Position Requirement

## TECHNICAL BEHAVIOR

SKILLS	TECHNICAL BEHAVIOR
1. Analytical Thinking, Problem Solving, and Decision Making	Ability to analyze complex situations and identify the root cause of problems. Ability to develop and implement effective solutions.
2. Communication	Ability to communicate effectively with others, both verbally and in writing. Ability to listen and understand the needs of others.
3. Teamwork	Ability to work effectively with others in a team environment. Ability to contribute to the team's success.
4. Leadership	Ability to lead and motivate others. Ability to develop and implement effective strategies.
5. Customer Service	Ability to provide excellent customer service. Ability to understand and meet the needs of customers.

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Staffing and Requirement Based on Need



**NEEDS OF THE INDIVIDUAL (SKILLS)**  
Develop talented and skilled workforce

Skills/Talent Development

Skilled & Qualified Workforce:  
Talent to Task Match

TRAINING POLICY

TRAINING COURSES

MENTOR & PROTÉGÉ MATCHING TOOL

Individual Career Planning/Development



Skills Assessment



Leadership Approach This...  
Leading Change...  
Creativity and Innovation...  
Ability to develop...  
Ability to design...  
Ability to manage...  
Ability to lead...  
Ability to motivate...  
Ability to develop...  
Ability to design...  
Ability to manage...  
Ability to lead...  
Ability to motivate...



# Develop your Employees



## A learning and development strategy in four easy steps

- 1.** Encourage your employees to create an **Individual Development Plan (IDP)** that outlines the skills they are interested in developing.
- 2.** Conduct a **skills gap analysis** to identify the skills you most need to meet your future business goals.
- 3.** Find the overlap between the skills your employees are interested in developing and the skills your business needs most.
- 4.** Invest in a **learning management system** or other **e-learning tool** that can help you create learning plans and track your employees' progress.

Software Advice.



# Strategies to Develop Employees

1. Train for success from the start
2. Set a good example and encourage self-development
3. Create individual development plans
4. Set performance metrics
5. Simulate situations
6. Give regular feedback
7. Delegate responsibilities
8. Engage in cross-training
9. Dedicate resources
10. Nurture professional networks
11. Eliminate barriers





# Coaching Why

## 5 TIPS FOR COACHING EMPLOYEES

AND PROVIDING FEEDBACK

### 1 DEFINE YOUR ROLE AS A COACH

Create a safe **environment**.  
Help them **define** and **verbalize**  
their answers, directions, and  
actions.

### 2 LISTEN TO WHAT IS SAID

Be **curious**. Seek to **understand**.

*"Tell me more."*

*"What's happening?"*

### 3 OBSERVE WHAT IS HEARD AND SEEN

Focus on just the **facts**. Share  
what you observe, providing a  
**judgment-less** summary.

*"Here is what I heard you say..."*

*"So it sounds like you are.... or  
want to..."*

### 4 VALIDATE WHAT IS FELT

Share the emotion and  
**acknowledge** it.

*"I can see why you might say that..."*

*"It makes sense that you would  
feel.... given what you have shared."*

### 5 EMPOWER WHAT IS POSSIBLE

Forward the thinking. **Explore**  
options, showing faith and  
**optimism**.

*"So what's next?"*

*"What could improve this?"*

LEARN MORE AT  
[DECISION-WISE.COM](https://www.decisionwise.com)

decisionwise



# Coaching vs. Managing





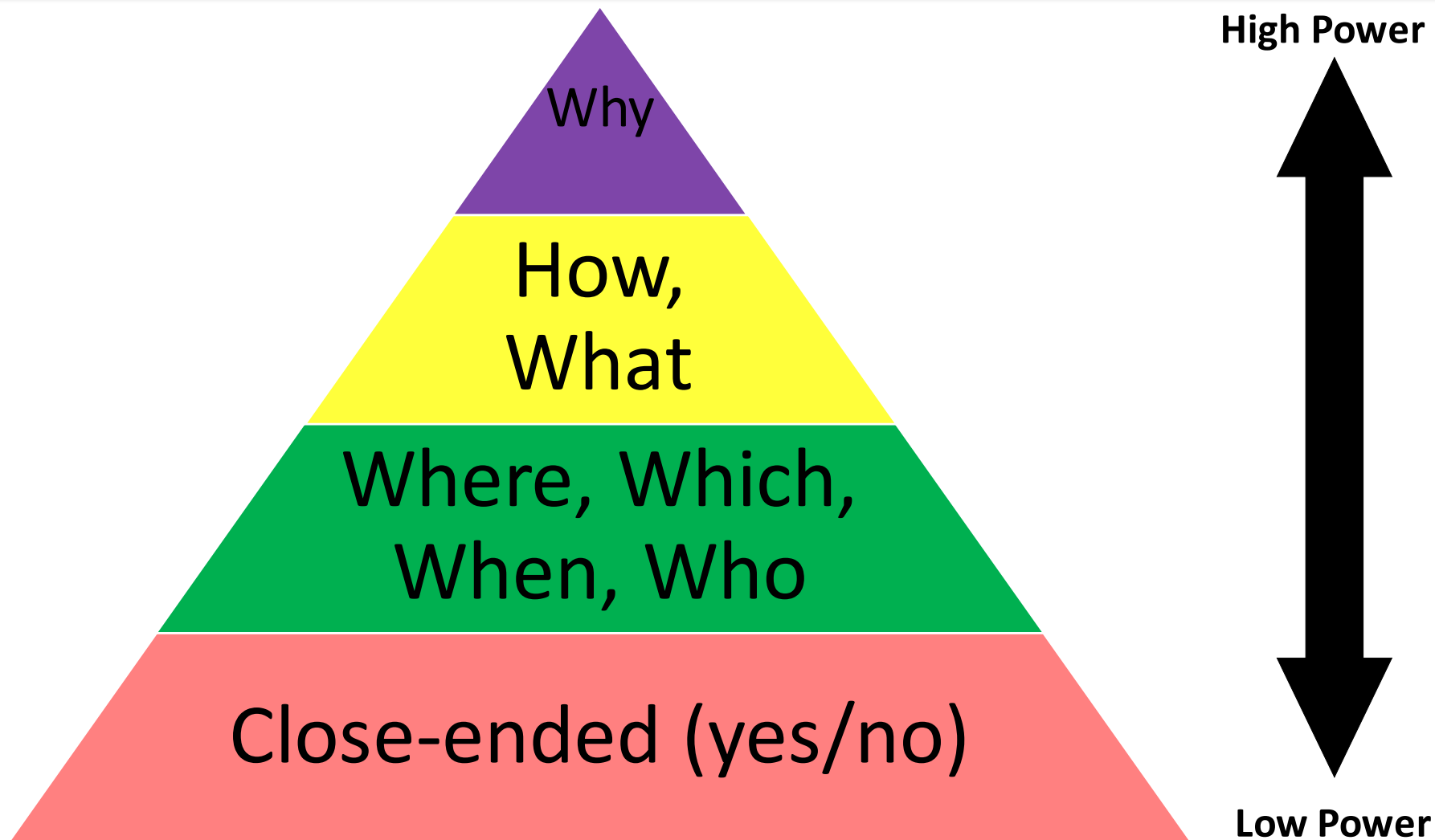


# Three Coaching Skills

1. Asking questions – Asking **POWERFUL** questions
2. Listening – Using active listening techniques
3. Managing --- Keep in mind effective communication principles



# Asking Powerful Questions





# Coaching: Who? When? Where?

## WHEN?

## WHERE?



# Your Outcomes

Impacts for all levels of the organization



## Individual

- Mission-directed training
- Career management tool
- IDP development
- Insight into management opinion of skill set
- Task assignments
- Rotational opportunities
- Identify developmental opportunities
- Transparency



## Management

- Automated insight to assess employees
- Real-time total force management
- One-touch data call response capability
- Innovative way to meet training demands
- Objective data-based approach to skills management of workforce
- Insight into successor/workforce transitions
- Career management for employees
- Balance workforce capabilities
- Building a supply of available talent



## Organization

- Predictive scenario-based models to enable Workforce planning
- Ability to assess the health of the organization
- Ability to interpret talent trends
- Identify skill sets associated with emerging technologies and missions
- Design courses and training programs to prepare workforce with required skills



# TTSC's Propositional Value



## Time Bound

Deliver targeted results with a sense of urgency, in support of your business goals. First pass yield is 100% and completed on schedule.



## Cost Efficient

Provide high quality services using industry best practices at competitive prices.



## Relevant Expertise

Experience dedicated, high performing staff with the proven knowledge, skills, and abilities to produce quality deliverables.



## Singular Focus

Achieve results that enable your success. You are our priority.



## Technology Forward Processes

Iterate quickly to adapt to shifting business conditions and constraints. Application of virtual, automated, and integrated tools rapidly produce results.



## Analytic Driven Outcomes

Analyze the data you own, and the contextual data we supplement, to drive decisions, streamline operations, and predict future opportunities.



## Tailored Recommendations

Receive assessments, process recommendations, and strategic service models fit for your unique business environment.



## Scale-able Final Results

Leverage the delivered solutions for a single team, multiple divisions, or the whole organization.





# Our Advantages



## Experience

The TTSC staff has vast experience in Leadership, Talent Management, Learning and Development, Process Improvement, and Information Technology. Our founder's more than 70 years of experience includes a track record of increasing employee engagement, closing employee skill gaps, improving employee retention, enhancing customer satisfaction, and maximizing employee productivity.



## Holistic Integration

At the core of TTSC's success is the modeling and generation of an end to end approach for workload and workforce shaping. Understanding your business' needs, identifying the skill sets needed to deliver, assessing the talent currently available, targeting skill gaps for recruiting while optimizing proficiency across the organization.



## Continuous Innovation

TTSC enhances your existing innovation investments through supplemental research, industry best practices, industry benchmarking, environmental scans, conferences, continuing education, and technology insertion. We bring the best in class solutions for your business' innovation engine.

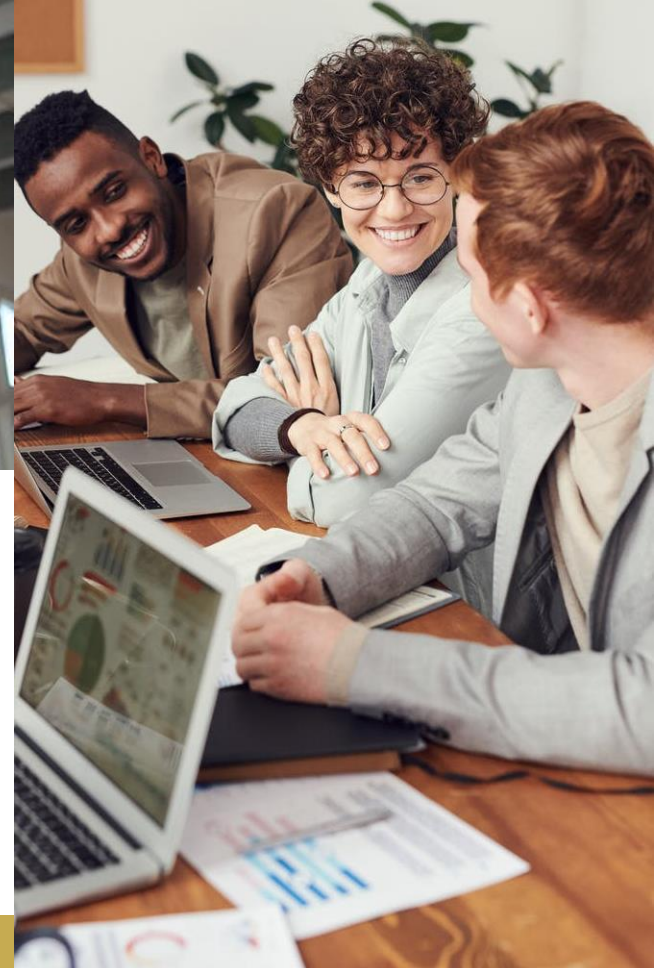


# Human Capital

## Competent or Complacent

WITH WHAT DEGREE OF CREDIBILITY AND FIDELITY CAN YOU ANSWER THE FOLLOWING QUESTIONS:

- What gaps will future skill shifts create within your workforce?
- Are your workforce members equipped with the right skills and mastery to optimally perform?
- Can employees relate their daily work to organizational mission and success?
- What percent of employees can define what success means for your organization?
- Are your people mapped to the products they deliver?
- How do you measure if employees are in the right role with the right skillset?
- What is the demand signal for talent and training by departments, divisions, branches?
- Is your organization 100% aligned for growth, success, and resiliency?
- How many employees are overworked, disengaged, or under-utilized? Can you afford to replace them?
- Are you prepared to have the right people, in the right place, with the right skills, at the right time to meet tomorrow's business needs?



*Transforming organizations one person at a time*







**ANY  
QUESTIONS?**